

Docket No.: 30004631-2 US (1509-222)

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of

Inventors: Rycharde Jeffery HAWKES et al.

U.S. Patent Application No. 09/977,494

Filed: October 16, 2001

For: CONTACT CENTER

: Confirmation No. 1543

: Group Art Unit: 2157

: Examiner: Moustafa M. MEKY

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In accordance with the provisions of 37 C.F.R. 1.56, 1.97 and 1.98, the attention of the Patent and Trademark Office is hereby directed to the documents listed on the attached form PTO-1449.

This Information Disclosure Statement is being filed under Rule 37 CFR 1.97(i), wherein applicants are submitting references before the grant of a patent to be placed in the file but not considered by the Patent Office. Accordingly, copies of the references as listed on the attached Form PTO-1449 are submitted herewith for placement in the file. No certification or fees are deemed necessary.

Respectfully submitted,

Rychard Jeffery HAWKES et al.

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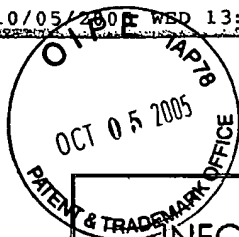
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INFORMATION DISCLOSURE
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(FORM PTO-1449)

DOCKET NO.
1509-222

SERIAL NO.
09/977,494

APPLICANTS
Rycharde Jeffery HAWKES et al.

FILED
October 16, 2001

ART UNIT
2157

U.S. PATENT DOCUMENTS

EXAMINER'S INITIALS	PATENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
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	6,212,548	4-2001	DeSIMONE et al.			
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FOREIGN PATENT DOCUMENTS

EXAMINER'S INITIALS	PATENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	Translation	
						Yes	No

OTHER ART (including Articles, Journals, Books, etc.)

EXAMINER

DATE CONSIDERED

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